



**King County**  
**Administrative Specialist II**  
**WIC / MSS CLERK**  
**PUBLIC HEALTH- SEATTLE & KING COUNTY / CHS**  
**Hourly Rate Range \$15.04 - \$19.07**  
**Job Announcement No.:03RM3692**  
**OPEN: 12/17/03      CLOSE: 12/24/03**

**WHO MAY APPLY:** This career service position is open to all qualified candidates.

**WHERE TO APPLY:** Required forms and materials **must** be sent to: **Employment Services, 999 3<sup>rd</sup> Avenue, Suite 1230, Seattle, WA 98104**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Kay Sanderson at (206) 296-4765 for further inquiries.  
**PLEASE NOTE:** Applications not received at the location specified above may not be processed.

**FORMS AND MATERIALS REQUIRED:** A [King County application form, data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required and the attached supplemental questionnaire.

**WORK LOCATION:** North Public Health Center

**WORK SCHEDULE:** This position is overtime eligible. It works a 40 hour work week; Monday through Friday; some rotating evenings and weekends.

**POSITION PURPOSE:** The Clinic Clerk partners with nurses, physicians, nutritionists, health services assistants, social workers and other clinic staff to provide customer service to clients and administrative support in the Family Health, Family Planning/STD's, Immunizations, Family Support Services, Oral Health and Obstetrics programs.

**PRIMARY JOB DUTIES INCLUDE:**

**CUSTOMER SERVICE:** Clerks greet, screen, and triage a high volume of clients in person and on the telephone. They respond to inquiries from clients and providers regarding public health services. They provide clinic and program information that requires limited interpretation of established policies, procedures and other relevant sources to internal and external customers over the telephone, in writing and in person. May deal with sensitive and /or potentially volatile situations. Clerks monitor client flow in the patient waiting area.

**CLIENT SCHEDULING AND REGISTRATION:** Clerks schedule a high volume of client appointments each month and determine the type of appointment and provider needed. They monitor and adjust client and provider schedules. Clerks determine client financial status and insurance coverage.

**CLIENT ORIENTATION:** Clerks inform patients of their rights and responsibilities, assist with consent forms, and ascertain client's referral needs (i.e., medical care, insurance coverage and/or basic social service needs). Incumbent understands and is able to explain complex insurance coverage and billing/payment policies and procedures to clients. Incumbent is responsible for alerting providers to issues that may be of concern, such as suspected abuse or neglect.

**TECHNICAL/CLERICAL SUPPORT:** Clerks utilize Windows-based and other software to register clients, determine medical coverage and eligibility, schedule appointments and generate client encounter and billing reports. Data entered will include complex text and numbers. Clerks must resolve billing errors and denials, track outstanding patient balances. Assess and collect fees. Conduct end-of-day close-out on the cash register, including balancing the cash.

**PROGRAM COORDINATION:** Specialized terminology and codes are used to accurately enter data and for caseload reports and billing. Incumbents create, update, and maintain charts/records. Clerks identify and correct errors to ensure data accuracy and generate daily and monthly participant statistics. Participate in team meetings and help implement clinic flow adjustments, program changes and new procedures.

**OTHER DUTIES:** This position is part of a clerical pool and will be cross-trained to fill in for other clinic clerical positions as needed. May be trained to enter payroll data and reconcile paycheck errors. Incumbents may be required to train other staff on the duties performed by this position.

**QUALIFICATIONS:**

- Application materials will be used in evaluating applicants' skills, including written communication skills.
- Alphanumeric filing skills, basic math skills, and the ability to enter data with at least 85% accuracy and a minimum of 3000 keystrokes per hour. **Applicants will be tested in these skills.**
- Skilled at using word processing and spreadsheet software to complete assigned clerical tasks.  
**Applicants will be tested in these skills.**
- Skilled at operating automated clinical practice management systems including, but not limited to, patient look up, patient scheduling and charge entry functions.
- Skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone. Demonstrated knowledge of good customer service etiquette and concepts.
- Skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.).
- Skilled at handling difficult interpersonal interactions with discretion and diplomacy.
- Skilled at maintaining confidentiality.
- Skilled in the use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers.
- Ability to gain functional knowledge of medical terminology.
- Skilled at working as part of a team and independently.
- Ability to move up to 25 pounds from one location to another and the ability to repeatedly sit and stand throughout the day.
- Skilled in prioritizing and completing multiple tasks simultaneously.
- Skilled in problem solving.
- Skilled at working with a diverse population.
- Ability to learn, interpret, and apply complex policies and procedures.
- Skilled at adapting to changes in workload demands.
- Organizational skills.
- Skilled in providing training.

**DESIRABLE QUALIFICATIONS:** Preference is given to applicants with previous health care industry experience.

**NECESSARY SPECIAL REQUIREMENTS:**

- The selected candidate will be required to pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law

**UNION MEMBERSHIP:** International Federation of Professional & Technical Engineers, Local 17, AFL-CIO

**CLASS CODE: 8387 SEQUENCE NUMBER: 4984**

**Supplemental Questionnaire  
Administrative Specialist II  
Clinic Clerk**

**Name** \_\_\_\_\_  
**Last, First**

**Please indicate below which sites you are applying for.**

\_\_\_\_\_ White Center Public Health Center

\_\_\_\_\_ Downtown Public Health Center

\_\_\_\_\_ Eastgate Public Health Center

\_\_\_\_\_ North Public Health Center

\_\_\_\_\_ Columbia Public Health Center